



Barbara J. Reaves
Corporate Manager -
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00-2 W

January 10, 2000

Mr. Dale Hatfield
Office of Engineering and Technology
Federal Communications Commission
445 12th Street
Room 7-A-340
Washington D.C. 20554

Dear Mr. Hatfield:

On January 3, 2000, **Pacific Bell** submitted a line notification with the FCC concerning a service disruption in Los Angeles, California. The initial analysis of the potential customer impact resulted in the filing of an Initial Report with the FCC.

On the basis of the foregoing, **Pacific Bell** requests that the Initial Service Disruption Report submitted (see attachment) be **withdrawn**.

Please stamp and return the provided copy to confirm your receipt. Please contact me if you have questions regarding this service disruption.

Sincerely,

Barbara J. Reaves

Enclosures

CC: Bob Kimball



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FCC SERVICE DISRUPTION REPORT

Retention Period: 6 Years

Type of Report: ☐ Initial Report ☐ Update ☐ Final ☒ **Withdrawal**

Report Number: 000002

WITHDRAWAL

This service disruption occurred in a tandem switch housed in a central office located in the city of Alhambra and affected customers who's telephone area codes are 213, 626 and 818. Alhambra and the affected area are located in the Los Angeles, California LATA 730.

The Pacific Bell Telephone Company (PBTC) originally estimated/projected that the number of customers affected by this event would exceed 50,000. However, further investigation of data from the switch indicated that the number of affected customers did not exceed 50,000. In fact, the estimated number of customers is less-than 30,000. This estimate falls below the threshold established under FCC Docket 91-273. Therefore, PBTC respectfully requests the withdrawal of this report.

A copy of the initial report is included for your convenience.

Prepared by: **Otis C Armstrong**
Contact: Rick Lyon

Telephone: 925.823.3010
Telephone: 510-645-5000

JAN-04-2000 16:42

P.02/02

00-002W

PACIFIC BELL*A member of the SBC global network***CANCELLATION**

Retention Period: 6 Years

FCC SERVICE DISRUPTION REPORT

Type of Report:

☒ Initial Report☐ Update☐ Final

Report Number: 000002

Occurred: Date: 1/2/2000

Time: 0325

Ended: Date: 1/2/2000

Time: 0520

Duration (in minutes): 95 115

☒ 50,000 or More Customers☐ 30,000 - 49,999 Customers☐ Fire incident ≥ 1,000 lines

Special Offices/Facilities

☐ 911☐ Major/Medium Airport☐ NCS Request

Geographic Area Affected: Alhambra – Los Angeles County, California. Located in LATA 730 and served by the 213, 626, and 818 area codes.

Estimated Customers Affected: **AVERAGE CALL PROCESSING FOR THIS SWITCH IS APPROXIMATELY 5,259 CALLS PER HALF HOUR FOR LIKE TIME/LIKE DAY COMPARISON. BLOCKED CALLS FOR THIS FAILURE OCCURRED AT A RATE OF 5.334 PER HALF HOUR. TOTAL BLOCKED CALLS WERE LESS THAN 90,000. BLOCKED CALL RATE WAS LESS THAN 30,000. THIS REPORT DOES NOT MEET REPORTING CRITERIA. ***** REPORT IS WITHDRAWN *******

Type(s) of Services Affected:

☐ Local (Intraoffice) ☒ IntraLATA ☒ InterLATA ☒ 800☐ LIDB ☐ Operator Services ☒ Interexchange ☒ Switched Access (interoffice)☒ Cellular ☐ International ☐ E911/911 ☐ FAA ☐ All

Estimated Blocked Calls: Approximately 32,006 calls.

Apparent or Known Cause of the Outage: Under investigation.

Name and Type of Equipment Involved: Nortel DMS 200

Specific Part of Network Involved: SS7 Signaling

Methods used to Restore Service: refer to final report.

Steps Taken to Prevent Recurrence: Unknown at this time - see final report

Applicable Best Practices: (Not available at this time)

Best Practices Used: (Not available at this time)

Analysis of Effectiveness of Best Practices: (Not available at this time)

Prepared by: S.M. Woytowicz

Contact: Rick Lyon

Date submitted: 04 January 2000

Telephone: 916-977-7777

Telephone: 510-645-5000

Time: 1625 hours

P. 03/03
00-002



A member of the SBC global network

Retention Period: 6 Years

FCC SERVICE DISRUPTION REPORT

Type of Report: ☒ Initial Report

☐ Update

☐ Final

Report Number: 000002

Occurred: Date: 1/2/2000 Time: 03:25

Ended: Date: 1/2/2000 Time: 05:20

Duration (in minutes): 115

☒ 50,000 or More Customers

☐ 30,000 - 49,999 Customers

☐ Fire incident ≥ 1,000 lines

Special Offices/Facilities

☐ 911

☐ Major/Medium Airport

☐ NCS Request

Geographic Area Affected: Alhambra - Los Angeles County, California. Located in LATA 730 and served by the 213, 626, and 818 area codes.

Estimated Customers Affected: Under investigation, in excess of 50,000.

Type(s) of Services Affected:

☐ LIDB ☐ Operator Services

☒ Cellular ☐ International

☐ Local (Intraoffice)

☒ Interexchange

☐ E911/911

☒ IntraLATA ☒ InterLATA ☒ 800

☒ Switched Access (Interoffice)

☐ FAA

☐ All

Estimated Blocked Calls: Will be provided on the final report. This tandem serves 23 end offices.

Apparent or Known Cause of the Outage: under investigation

Name and Type of Equipment Involved: Nortel DMS 200

Specific Part of Network Involved: SS7 signalling

Methods used to Restore Service: see final report

Steps Taken to Prevent Recurrence: unknown at this time, please see final report.

Applicable Best Practices: not available at this time

Best Practices Used: not available at this time

Analysis of Effectiveness of Best Practices: not available at this time

Prepared by: John Haugen

☐ Official File Copy, If Checked In Red

01/03/00 MON 14:03 FAX 2024182813
JAN-03-2000 05:58

FEDCOMCOM WASH DC USA →→→ CCB

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P.02/03

Contact: Rick Lyon
Date submitted: 1/2/2000

Telephone: 510-645-5000
Time: 05:30